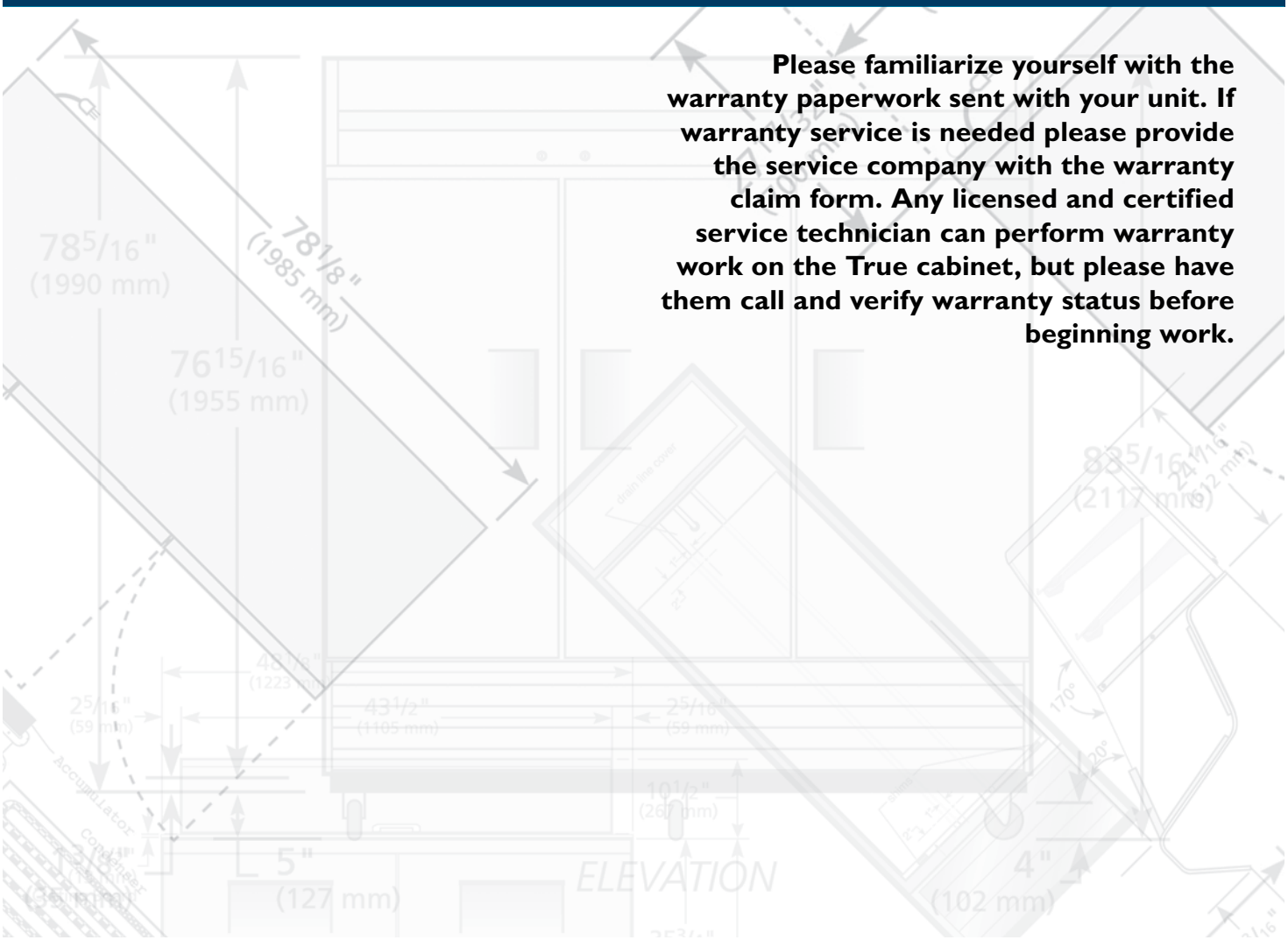
WARRANTY

Please familiarize yourself with the warranty paperwork sent with your unit. If warranty service is needed please provide the service company with the warranty claim form. Any licensed and certified service technician can perform warranty work on the True cabinet, but please have them call and verify warranty status before beginning work.



True Manufacturing
2001 East Terra Lane
O'Fallon, MO 63366-4434
636-240-2400 • 800-325-6152

USA & CANADA WARRANTY LABOR CLAIM

INSTRUCTIONS FOR COMPLETING FORM:

1. Model and serial numbers of all equipment involved must be supplied.
2. All claims must be submitted directly to TRUE at : True Manufacturing
3. A Copy of the "Bill of Sale" is required. 2001 East Terra Lane
4. Must be submitted in legal form (print). O'Fallon, MO 63366-4434
5. This form may be used as your original invoice.

WARRANTY SERVICE GUIDE

When submitting a bill for warranty work, the hours submitted must be within the guidelines listed below or authorization is required from TRUE. The time spent on the job should be multiplied by the straight time labor rate to determine the charge. TRUE reserves the right to pay no more than the average commercial hourly rates within the Distributor territory or region of the country. To prevent delays in processing claims, **a complete explanation of the diagnosis and the repair are required.** TRUE realizes that diagnostic and repair times may vary depending on the problem and model.

MULTIPLE REPAIRS DURING SAME SERVICE CALL

To diagnose and repair or replace more than one item, use up to the highest allowable time for the single repair, then add ½ hour for each additional repair.

REFRIGERANT ALLOWANCES

- No alternative blends are approved without written permission.
- New or reclaimed refrigerant (meets ARI Standard 700.88 Lab test).
- The recovery and reuse of refrigerant is covered by the $25.00 reclaim charge.
- Only the weigh-in charge for the unit will be reimbursed.

NO CONSEQUENTIAL DAMAGES

TRUE is not responsible for economic loss; or special, indirect, or consequential damages, including, without limitation, of losses or damages arising from food or product spoilage claims as a result of refrigeration failure.

True Manufacturing
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USA & CANADA WARRANTY LABOR CLAIM

Servicer's Invoice
Number (if attached) _____

Date Failed | Date Form Completed | Date Repaired

Important: Please Place Only One Cabinet Serial Number Per Warranty Claim Form.	Model No.	Serial No.	Install Date

DEALER / DISTRIBUTOR	SERVICE COMPANY	CUSTOMER
Company Name	Company Name	Company Name
Address	Address	Address
City, State, Zip	City, State, Zip	City, State, Zip
Area Code & Telephone No.	Area Code & Telephone No.	Area Code & Telephone No.

Reported Complaint _____

Service Performed (Symptoms and / or summary of diagnosis made is required. List hours and explanation for each repair made. Give exact location of any leaks.) HOURS

SEE LABOR ALLOWANCE FOR TIME ALLOWED. PLEASE CALL FOR APPROVAL IF TIME IS GOING TO EXCEED HOURS ALLOWED. ALL WARRANTY CLAIMS MUST BE RECEIVED AT TRUE WITHIN 90 DAYS OF COMPLETION OF THE WORK.

(Submit in U.S. Dollars only)

Micron Level Achieved _____ Travel Time _____

LABOR CHARGES

Total Hours _____ Labor Rate Per Hour _____ U. S. $ _____

Type Of Refrigerant Used _____ Ounces Of Refrigerant Used ____ x Price Per Ounce _____ U. S. $ _____

LABOR CHARGES

Miscellaneous Material Fee Maximum $25.00 _____ U. S. $ _____
(Includes soldering supplies, vacuum pump, etc.)

Reclaim Fee Maximum $25.00 Allowed _____ U. S. $ _____

TAX (if applicable) _____ % U. S. $ _____

List All Warranty Parts Purchased
PLEASE LIST ALL PART NUMBERS USED
ONLY OEM PARTS WILL BE CREDITED UNLESS PRIOR AUTHORIZATION IS GIVEN*

OLD COMPRESSOR MODEL & SERIAL NUMBER	NEW COMPRESSOR MODEL & SERIAL NUMBER

Signatures Required (or attach Service Agents original invoice with signatures.)

CUSTOMER SIGNATURE _____ **SERVICE TECHNICIAN SIGNATURE** _____
(Technician making refrigeration system repairs must be certified per EPA requirements)

Date Signed _____ **Date Signed** _____

*IF NON-OEM PARTS ARE USED WITHOUT PRIOR APPROVAL THIS MAY EFFECT FUTURE WARRANTY CLAIMS

GDM / T / TS / TSD / TM / TR / TA / TG / TAC Series Cabinets

UPRIGHT REFRIGERATORS AND FREEZERS

REFRIGERATION

A. Diagnose and replace defective compressor (including starting components) evacuate, recharge and test Self-contained models ..... 4 ½ hrs.
B. Diagnose and replace defective compressor (including starting components) evacuate, recharge and test for GDM-72F / T-72F ..... 5 ½ hrs.
C. Diagnose and replace defective condensing unit, evacuate, recharge and test Self-contained models ..... 4 hrs.
D. Diagnose and replace defective condensing unit, evacuate, recharge and test for GDM-72F/T-72F ..... 5 hrs.
E. Diagnose and replace defective evaporator, evacuate, change drier, recharge and test Self-contained models ..... 4 ½ hrs.
F. Locate refrigeration leak, evacuate, change drier, recharge and test **(NOTE: The location of leak must be noted on the service invoice)** ..... 4 hrs.
G. Diagnose, replace/reroute defective capillary tube, condensing unit, evacuate, change drier, recharge and test (refrigeration lines in a channel or excisable) ..... 5 hrs.*
H. Diagnose, replace defective capillary tube, condensing unit, evacuate, change drier, recharge and test (refrigeration lines foamed in wall) ..... 7 hrs.*
I. Diagnose replace/reroute defective capillary tube, condensing unit, evacuate, change drier, recharge and test for GDM-72F/T-72F (refrigeration lines foamed in wall) ..... 9 hrs.*
J. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system, evacuate, change drier, recharge and test. ..... 4 hrs.

Multiple Refrigeration Service: Up to the highest rate for the part changed, plus 1 hour for each additional refrigeration part changed.

ELECTRICAL

A. Diagnose and replace temperature control ..... 2 hrs.
B. Diagnose and replace evaporator coil heater ..... 4 hrs.
C. Diagnose and replace termination switch ..... 3 hrs.
D. Diagnose and replace drain line heater ..... 3½ hrs.
E. Diagnose and replace perimeter heater ..... 4 hrs.
F. Diagnose and replace time clock ..... 1½ hrs.
G. Diagnose and replace ballast, lamp holder, IDL door cord ..... 2 hrs.*
H. Diagnose and replace condenser fan motor ..... 2 hrs.
I. Diagnose and replace condenser fan motor (GDM-72F) ..... 2 hrs.
J. Diagnose and replace evaporator fan motor ..... 1½ hrs.
K. Diagnose and replace evaporator fan motor (GDM-49F / GDM-72F) ..... 2 hrs.

CABINET

A. Diagnose and replace door(s) ..... 1 hr.
B. Diagnose and replace the door gasket ..... 1 hr.
C. Diagnose and replace the torsion spring ..... 2 hrs.
D. Diagnose and replace door cord (GDM / TSD Slide Door) ..... 2 hrs.

SHOULD YOUR REPAIR OR THE TIME TO PERFORM THE NECESSARY REPAIRS EXCEED THE ALLOWED AMOUNT PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR WARRANTY DEPARTMENT WHILE DOING OR BEFORE DOING THE WARRANTY WORK FOR APPROVAL.

FOR REPAIRS NOT NOTED, PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR THE WARRANTY DEPARTMENT.

CUSTOMER RESPONSIBILITIES

A. To verify the product's installation date for warranty process.
B. To pay for normal operational maintenance, adjustments and cleaning.
C. To pay for repairs caused by modifications made without TRUE's written approval.
D. To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of God.
E. To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the refrigerator or freezer.

NO CONSEQUENTIAL DAMAGES

TRUE is not responsible for economic loss; or special, indirect, or consequential damages, including, without limitation, of losses or damages arising from food or product spoilage claims as a result of refrigeration failure.

TBB / TD / TDD / TMC / TPP / TRCB / TSSU / TUC / TWT Series Cabinets

REFRIGERATORS AND FREEZERS

REFRIGERATION

A. Diagnose and replace defective compressor (including starting components) evacuate, recharge and test Self-contained models ..... 4 ½ hrs.
B. Diagnose and replace defective condensing unit, evacuate, recharge and test Self-contained models ..... 4 hrs.
C. Diagnose and replace defective evaporator, evacuate, change drier, recharge and test Self-contained models by removing the cabinet top ..... 5 ½ hrs.
D. Locate refrigeration leak, evacuate, change drier, recharge and test **(NOTE: The location of leak must be noted on the service invoice)** ..... 4 hrs.
E. Locate refrigeration leak, evacuate, change drier, recharge and test with top removal. (must detail location of leak) ..... 5 hrs.
F. Diagnose and replace defective capillary tube, evacuate, change drier, recharge and test. ..... 5 hrs.
G. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system, evacuate, change drier, recharge and test. ..... 4 hrs.

Multiple Refrigeration Service: Up to the highest rate for the part changed, plus 1½ hour for each additional refrigeration part changed.

ELECTRICAL

A. Diagnose and replace temperature control ..... 2 hrs.
B Diagnose and replace temperature control for TRCB ..... 3 hrs.
C Diagnose and replace temperature control for (TBB/TDD) ..... 2 hrs.
D. Diagnose and replace evaporator coil heater or termination switch ..... 3 hrs.
E. Diagnose and replace perimeter heater ..... 4 hrs.
F. Diagnose and replace time clock ..... 1 ½ hrs.
G. Diagnose and replace ballast, lamp holder ..... 2 hrs.
H. Diagnose and replace condenser fan motor ..... 1 ½ hrs.
I. Diagnose and replace evaporator fan motor ..... 1 ½ hrs.
J. Diagnose and replace evaporator fan motor for a drawer unit ..... 2 hrs.
K. Diagnose and replace high limit / fan delay switch ..... 2 ½ hrs.

CABINET

A. General cabinet repair ..... 1 ½ hrs.
B. Diagnose and replace door(s) ..... 1 hr.
C. Diagnose and replace the door gasket ..... 1 hr.
D. Countertop removal 93” and larger (Added to Repair for 2 Men) ..... 1 ½ hrs.

SHOULD YOUR REPAIR OR THE TIME TO PERFORM THE NECESSARY REPAIRS EXCEED THE ALLOWED AMOUNT PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR WARRANTY DEPARTMENT WHILE DOING OR BEFORE DOING THE WARRANTY WORK FOR APPROVAL.

FOR REPAIRS NOT NOTED, PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR THE WARRANTY DEPARTMENT.

CUSTOMER RESPONSIBILITIES

A. To verify the product’s installation date for warranty process.
B. To pay for normal operational maintenance, adjustments and cleaning.
C. To pay for repairs caused by modifications made without TRUE’s written approval.
D. To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of God.
E. To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the refrigerator or freezer.

NO CONSEQUENTIAL DAMAGES

TRUE is not responsible for economic loss; or special, indirect, or consequential damages, including, without limitation, of losses or damages arising from food or product spoilage claims as a result of refrigeration failure.

TDBD /TSID /TCGG /TCGR /TCGD /TCGDZ Series Cabinets

REFRIGERATORS

REFRIGERATION

A. Diagnose and replace defective compressor (including starting components) evacuate, recharge and test Self-contained models ..... 4 ½ hrs.
B. Diagnose and replace defective condensing unit, evacuate, recharge and test Self-contained models ..... 4 hrs.
C. Diagnose and replace defective evaporator, evacuate, change drier, recharge and test Self-contained models . 4 ½ hrs.
D. Diagnose and replace defective evaporator, evacuate, change drier, recharge and test for TDBD-96 models ... 6 hrs.
E. Locate refrigeration leak, evacuate, change drier, recharge and test **(NOTE: The location of leak must be noted on the service invoice)** ..... 4 hrs.
F. Diagnose and replace defective capillary tube, evacuate, change drier, recharge and test. ..... Call*
G. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system, evacuate, change drier, recharge and test. ..... 4 hrs.

Multiple Refrigeration Service: Up to the highest rate for the part changed, plus 1½ hour for each additional refrigeration part changed.

**** PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT FOR RECOMMENDATIONS***

ELECTRICAL

A. Diagnose and replace temperature control ..... 2 ½ hrs.
B Diagnose and replace time clock ..... 1 ½ hrs.
C. Diagnose and replace ballast, lamp holder ..... 1-2 hrs.
D. Diagnose and replace condenser fan motor ..... 1 ½ hrs.
E. Diagnose and replace evaporator fan motor ..... 1 ½ hrs.

CABINET

A. General cabinet repair ..... 1 ½ hrs.
B. Diagnose and replace door(s) ..... 1 hr.
C. Diagnose and replace the door gasket ..... 1 hr.
D. Diagnose and replace the door cord ..... 1 hr.

SHOULD YOUR REPAIR OR THE TIME TO PERFORM THE NECESSARY REPAIRS EXCEED THE ALLOWED AMOUNT PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR WARRANTY FOR APPROVAL.

CUSTOMER RESPONSIBILITIES

A. To verify the product's installation date for warranty process.
B. To pay for normal operational maintenance, adjustments and cleaning.
C. To pay for repairs caused by modifications made without TRUE's written approval.
D. To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of God.
E. To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the refrigerator or freezer.

NO CONSEQUENTIAL DAMAGES

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TDC /THDC /TFM Series Cabinets

FREEZERS

REFRIGERATION

A. Diagnose and replace defective compressor (including starting components) evacuate, recharge and test Self-contained models .....4 ½ hrs.
B. Diagnose and replace defective condensing unit, evacuate, recharge and test Self-contained models .....4 hrs.
C. Locate refrigeration leak, evacuate, change drier, recharge and test **(NOTE: The location of leak must be noted on the service invoice)** .....4 hrs.
D. Diagnose and replace defective capillary tube, evacuate, change drier, recharge and test. .....4 hrs.
E. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system, evacuate, change drier, recharge and test. .....4 hrs.

Multiple Refrigeration Service: Up to the highest rate for the part changed, plus 1½ hour for each additional refrigeration part changed.

**** PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT FOR RECOMMENDATIONS***

ELECTRICAL

A. Diagnose and replace temperature control .....2 ½ hrs.
B Diagnose and replace time clock .....2 ½ hrs.
C. Diagnose and replace condenser fan motor .....1 ½ hrs.

CABINET

A. General cabinet repair .....1 ½ hrs.
B. Diagnose and replace door(s) .....1 hr.

SHOULD YOUR REPAIR OR THE TIME TO PERFORM THE NECESSARY REPAIRS EXCEED THE ALLOWED AMOUNT PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR WARRANTY FOR APPROVAL.

CUSTOMER RESPONSIBILITIES

A. To verify the product's installation date for warranty process.
B. To pay for normal operational maintenance, adjustments and cleaning.
C. To pay for repairs caused by modifications made without TRUE's written approval.
D. To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of God.
E. To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the refrigerator or freezer.

NO CONSEQUENTIAL DAMAGES

TRUE is not responsible for economic loss; or special, indirect, or consequential damages, including, without limitation, of losses or damages arising from food or product spoilage claims as a result of refrigeration failure.

Compressor Tag

OPERATION INSTRUCTIONS

You Can Now Take a Picture of the Compressor Tag

TECUMSEH SERIAL NUMBER

DANFOSS SERIAL NUMBER

Compressor Tag

OPERATION INSTRUCTIONS

You Can Now Take a Picture of the Compressor Tag

ASPERA/EMBRACO SERIAL NUMBERS

CHECKLIST FOR WARRANTY COMPRESSOR REPLACEMENT

Parts Fax # 636/272-9471

Company Name_____ **Phone #**_____

Technician Name_____ **Supervisor Name**_____

Model # _____ **Comp. Model #**_____

_____

Serial # _____ **Comp. Serial #**_____

Voltage_____ **Voltage/Start Up**_____

Amperage_____ **Amperage/Start Up**_____

Suction Pressure_____ **Is Condenser Dirty**_____

High Side Pressure_____

What Is Compressor Failure:

_____**Locked rotor. If locked rotor, list the LRA rating on compressor tag and the amp draw when compressor tries to start:**

_____ _____
TAG **ACTUAL**

_____**Bad Valves. Fill in pressure readings:** **Hi & Lo** _____ _____

_____**Shortened to ground**

_____ **Non. pumper**

_____**Shortened windings**

_____**Open windings**

_____**Dirty Burnout**

_____**Noisy**